

**PRIOR ART**  
**FIG. 1**

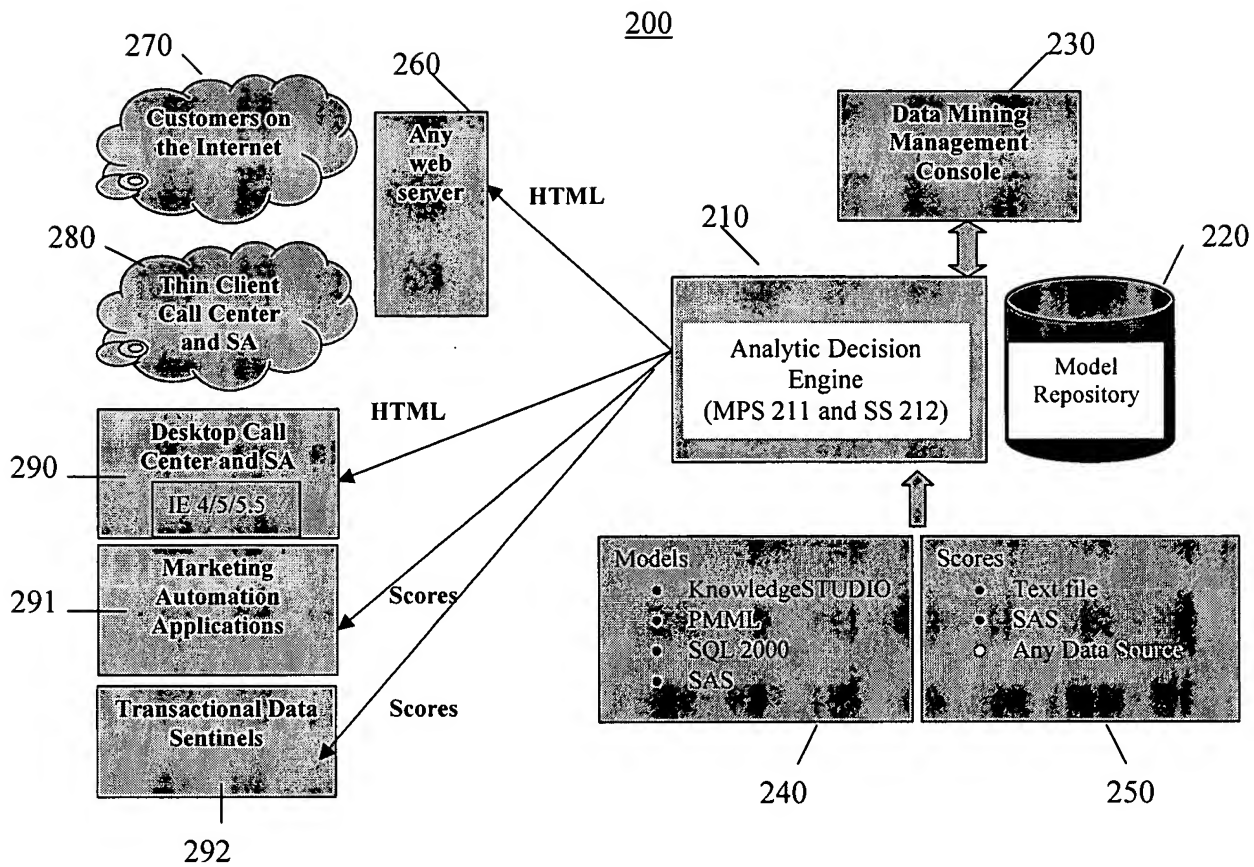


FIG. 2

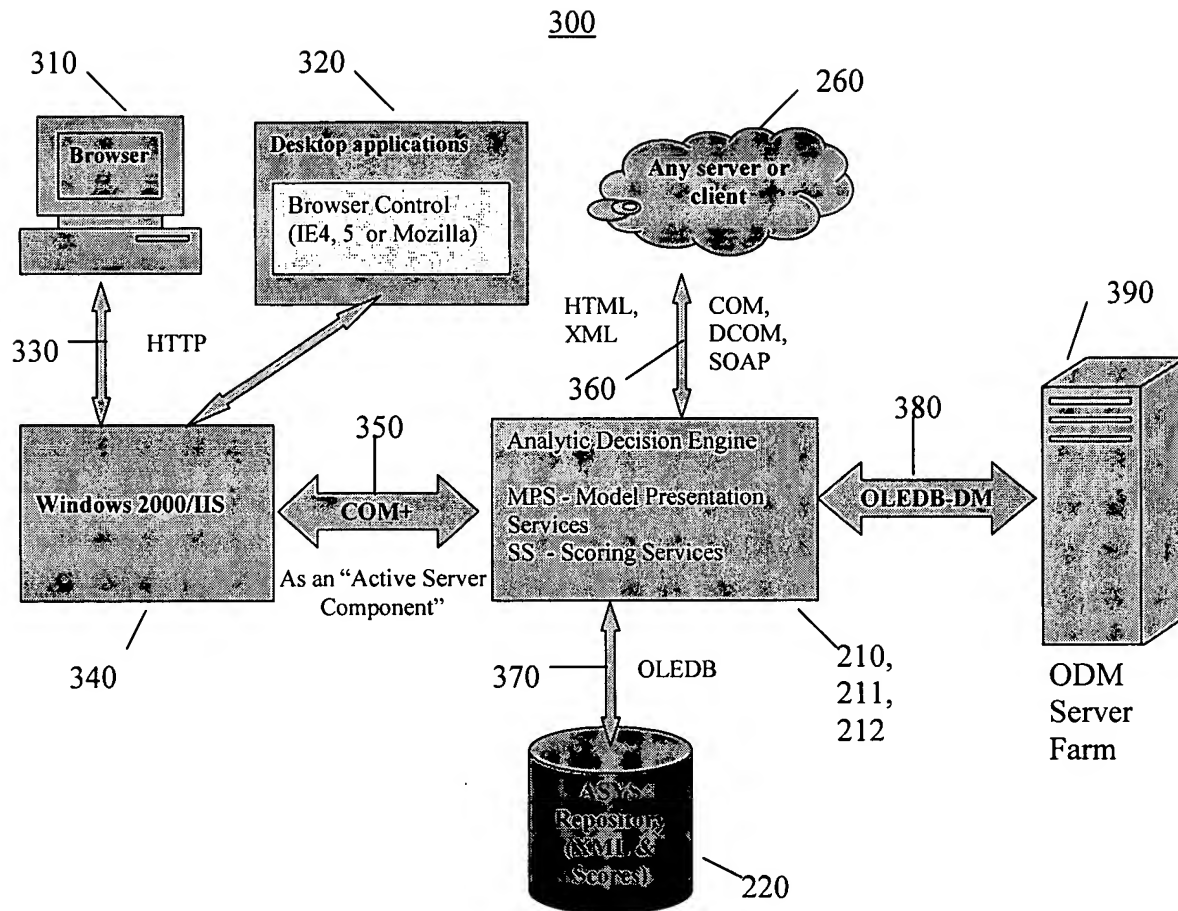
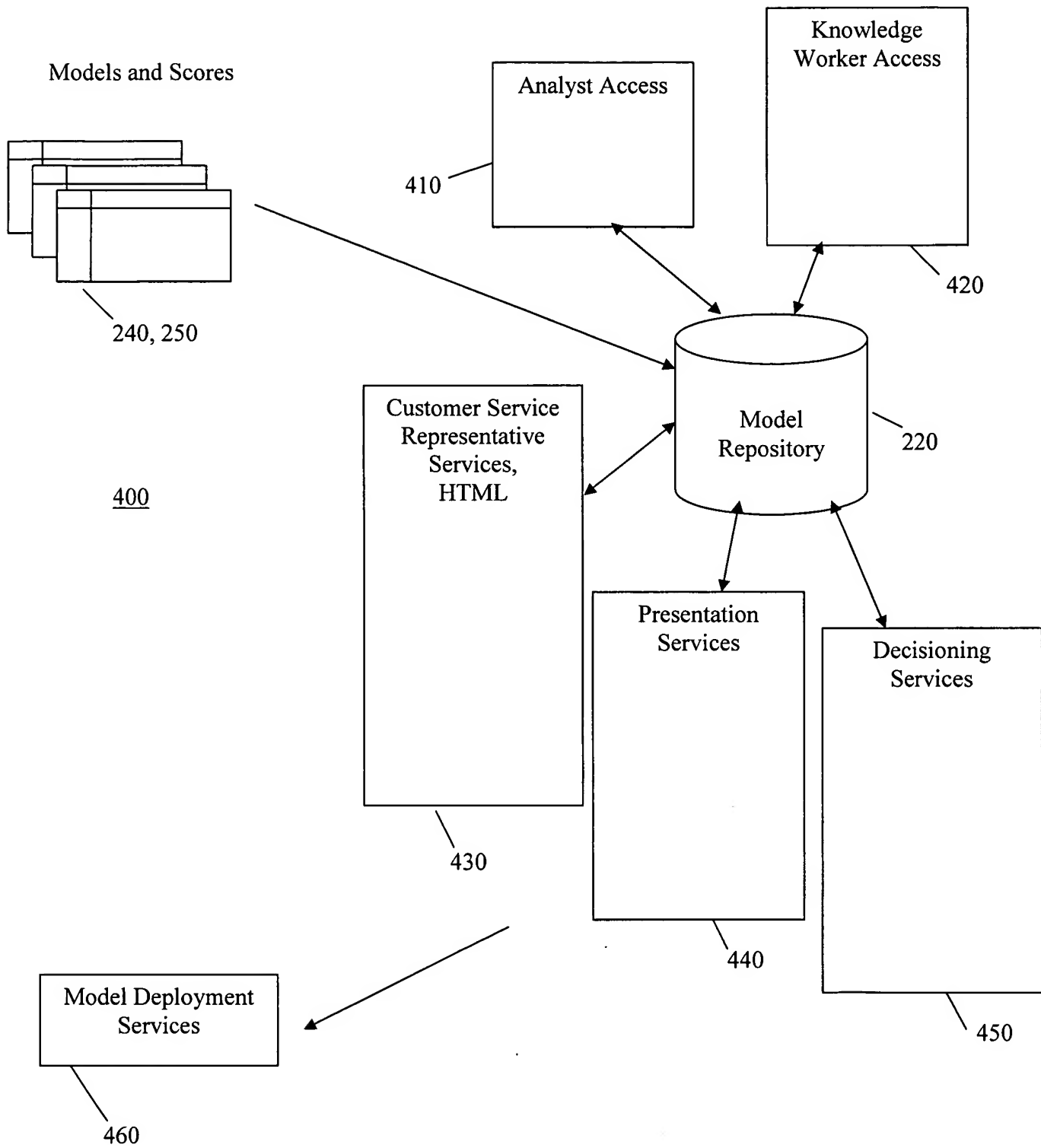
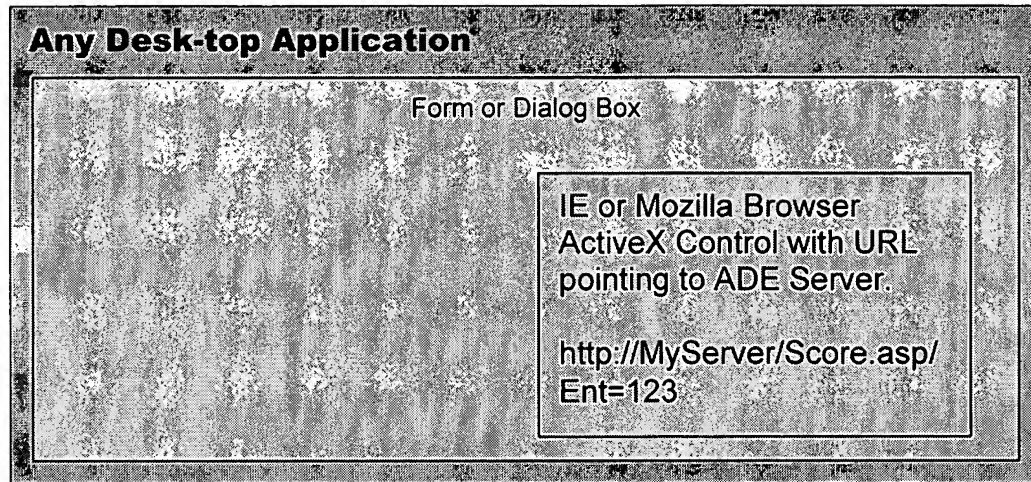


FIG. 3



**FIG. 4**

500a



**FIG. 5 (a)**

500b

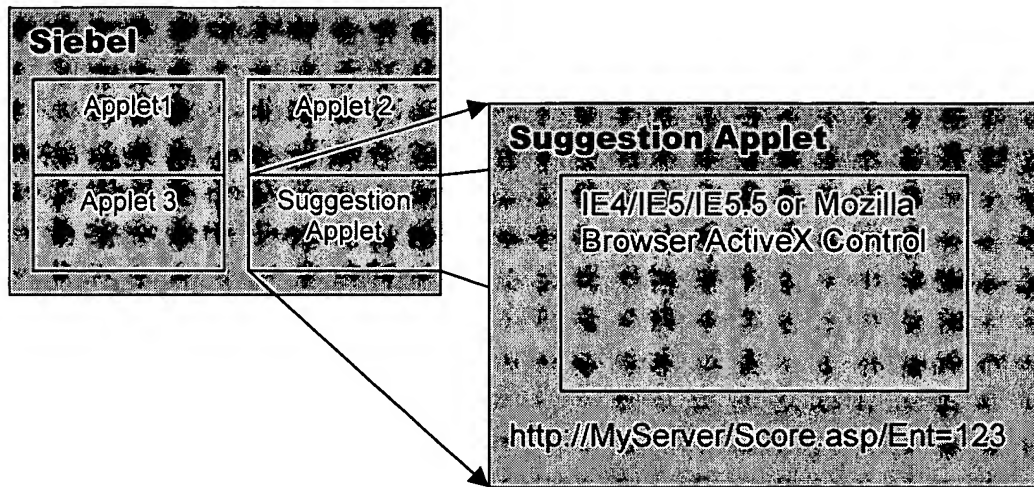


FIG. 5 (b)

500c

FRANDUSS KnowledgeSTOCK Siebel Integration - Call Center Demo - Other - Contact Profile

File Edit View Screens Go Query Reports Help

History List Threads Contact

Additional

My Contacts

Profile

**Premium Credit Card Offer**

The Bank is offering selected customers an new Premium Card. You can choose. You receive our platinum card, a waiver of the annual fee for you to 1 year and a fixed interest rate of 10%. Would you be interested in learning more about this offer? View Offer Details

Would you like to hear more or talk to a specialist?

**Notes**

Created Date	Note Type	Note

**Details**

Last Name	Beck	First Name	Jeff	MI		Account		Site	
Job Title		M/Ms				Address			
Work #		Home #				City		State	
Fax #		Cellular #				Zip		Country	
Assistant		Ass. #				Email			

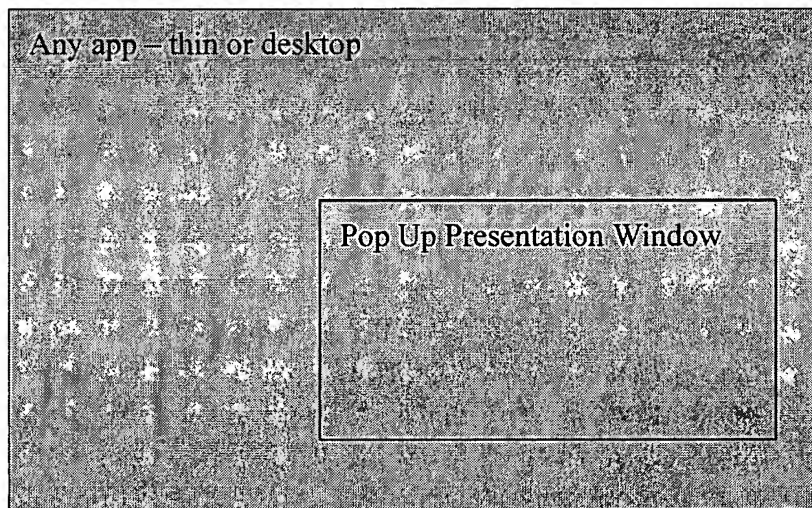
**Activities**

New	Activity Type	Description	Due	Assigned To	Start Time	Alarm

Item 1 of 20

FIG. 5 (c)

7/13



600a

**FIG. 6 (a)**



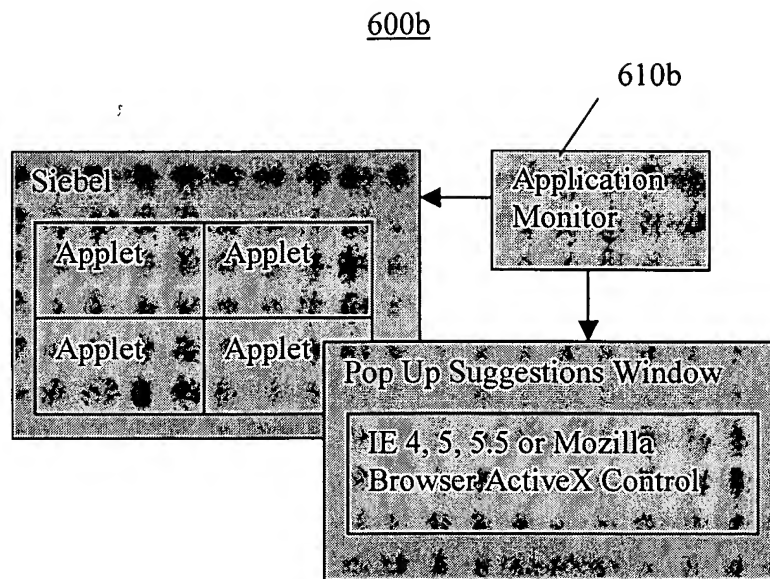
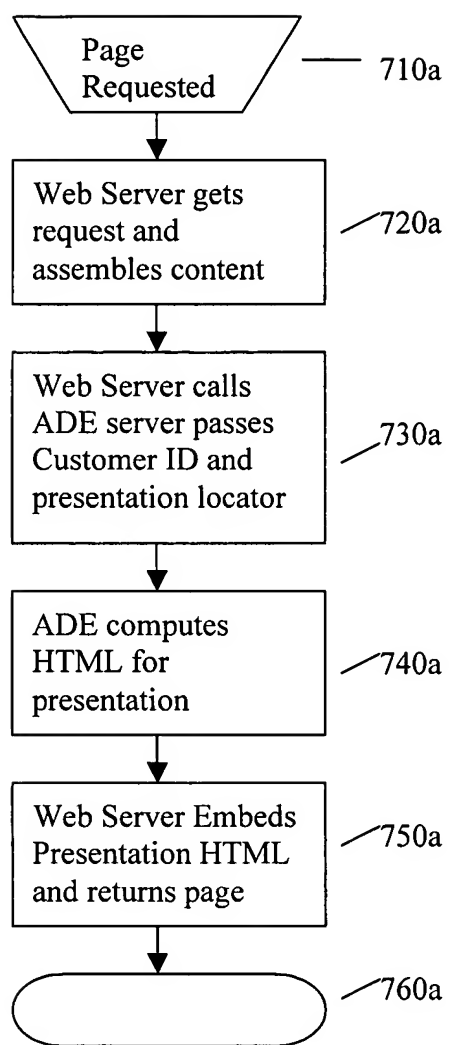


FIG. 6 (b)



**FIG. 7 (a)**

Frame 1	Frame 2
Frame 3	Frame 4 Presentation HTML with URL pointing to ADE server. (e.g. ttp://MyServer/Score.asp/Ent=123)

700b

FIG. 7 (b)

800

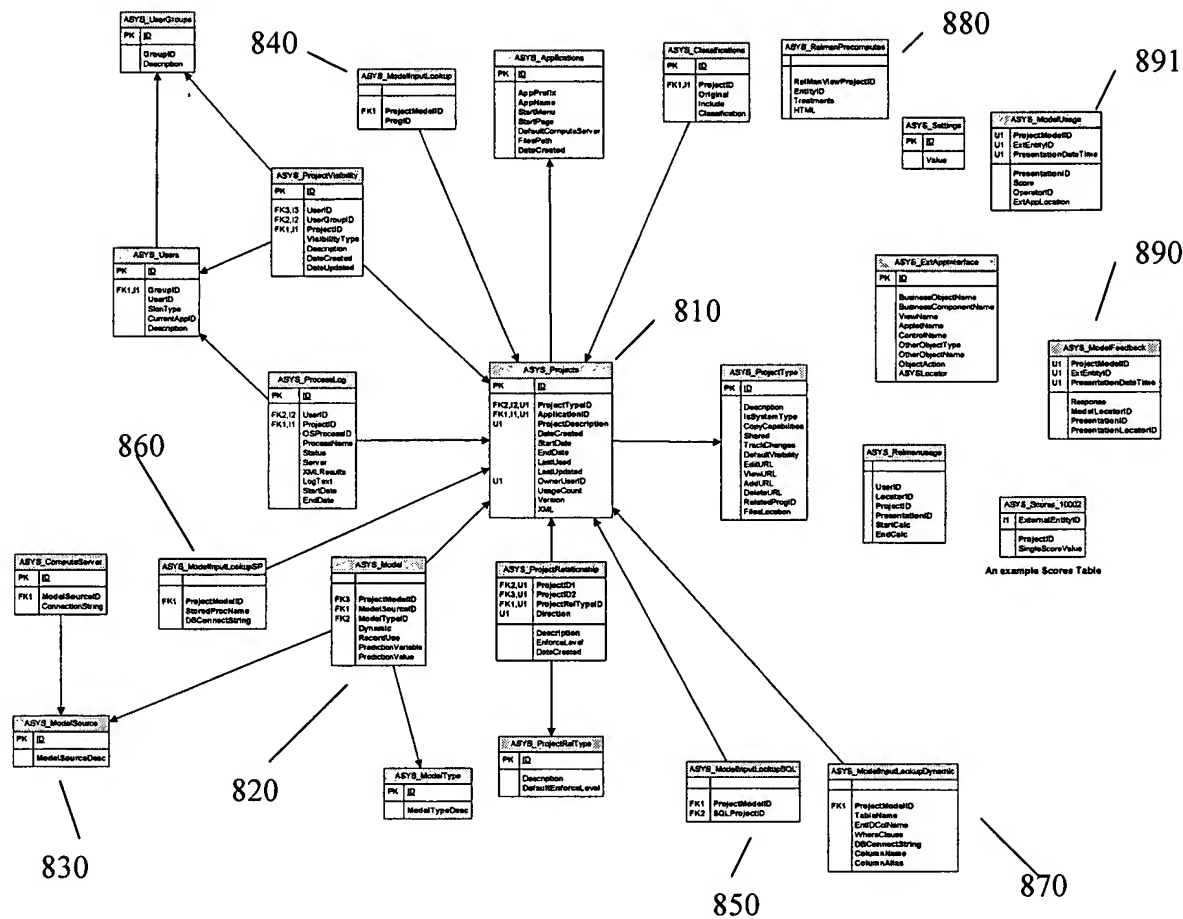
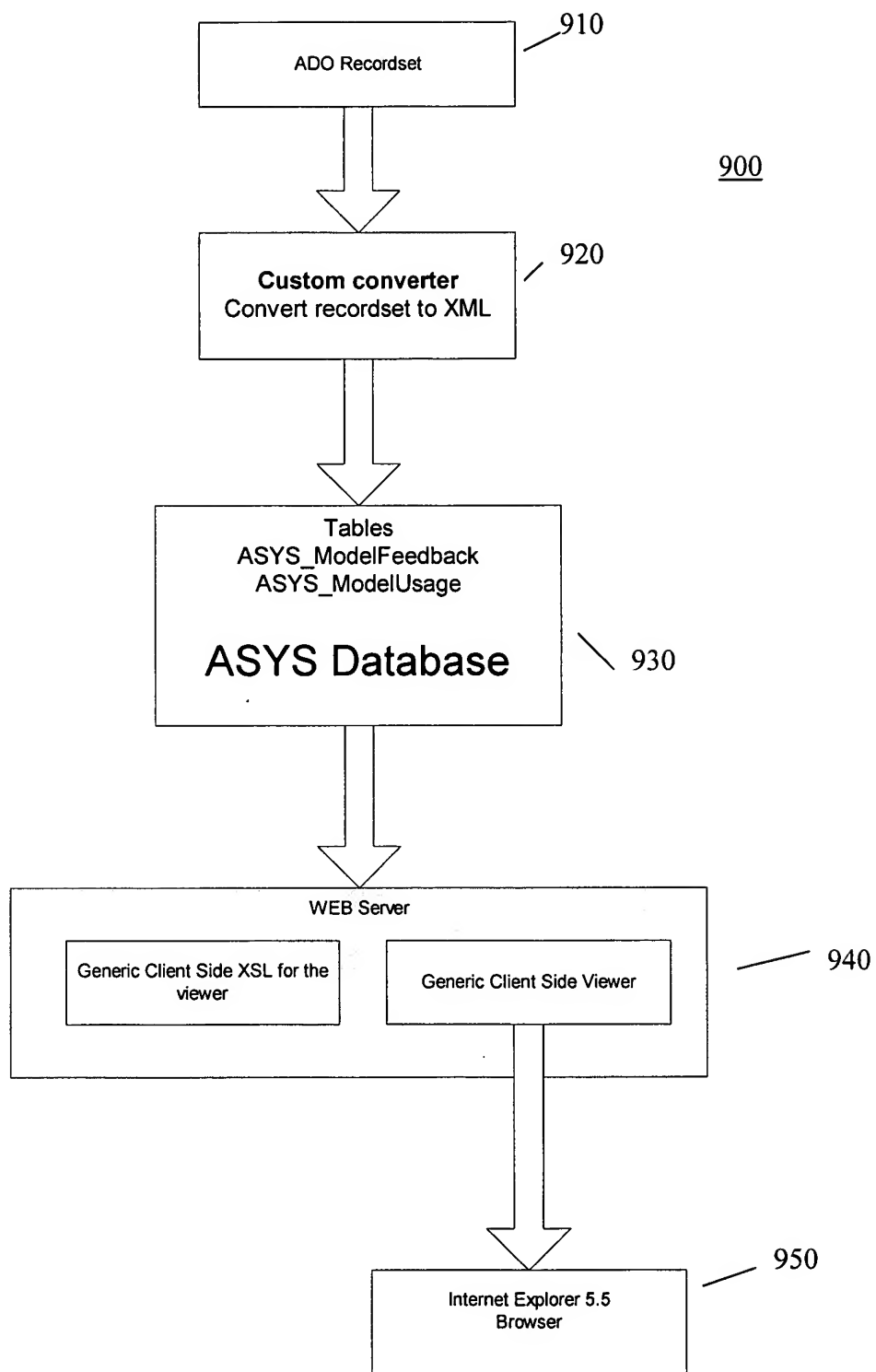


FIG. 8



**FIG. 9**